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Session 10

NSLDS Data Conflict Resolution and You

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What is NSLDS? National Student Loan Data System

- National database of federal loans & grants awarded under Title IV of the Higher Ed Act of 1965, as amended
- Began loading data in 1994
- School online access granted in 1996
- Web access started 1998

NSLDS Goals

Goals

- Reduce burden, costs, and errors in aid administration
- Minimize abuse within aid programs
- Central database of highly reliable, accessible data
 - Plan and budget
 - Program coordination and control
 - Research



NSLDS Content

46,480,530 Students

146,216,785 Loans (FFEL, Direct, Perkins)

35,120,711 Pell Grants (1993-current)

34,687 School Branches

18,259 Schools

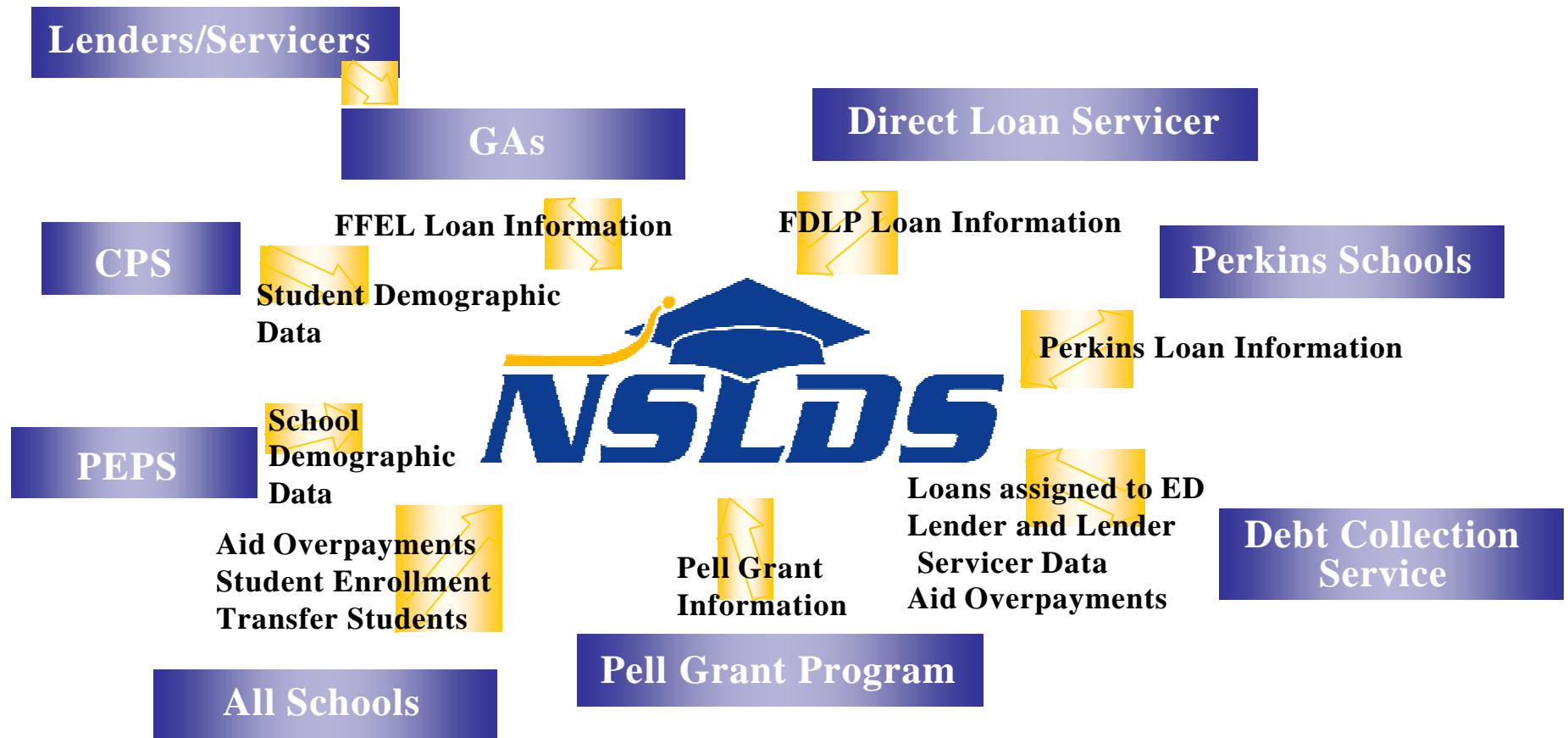
31,258 Lenders

60 Guaranty Agencies



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NSLDS Data Providers





Timing of Data Feeds

Daily:

Pell
PEPS
CPS Demographic
School Data

Weekly:

Debt Collections
Direct Loan

Flexible Schedules:

Guaranty Agencies

Monthly:

Perkins Schools



NSLDS Users

- Colleges, universities, and trade schools
- Students and borrowers
- ED
- Lenders
- Guaranty agencies
- State agencies
- ED partners
- Other Federal Government agencies



Customer Care Center

Established in November 2001

- Mad dog team recommendation
- Reduce burden for FAAs
- Central location for resolving data conflicts
- Responsible for negotiating with data providers
- In some cases, allowing NSLDS to become the data provider of last resort



How It Works

- School reports conflict to the CCC to research
- School must be prepared to provide documentation
- CCC works to resolve issues with the data provider
- All parties are notified when correction is made

Defining a Conflict

Discrepancies that affect aid eligibility

- Incorrect identifiers in NSLDS
 - First name
 - Date of birth
 - Social Security Number
- Incorrect statuses
- Incorrect amounts
- Duplicated records



What is NOT a Conflict?

- Current year Pell issues
- Incorrect middle or last name
- Incorrect information in history
- Loan status that has recently changed
- Loan status that does not affect eligibility
 - Such as CA status
- Aggregate determination for Consolidations



Example of Duplicated Record

Loan Summary

Sort by: Submit

Display Only:

Currently Sorted by LOAN DATE, and Filtered by LOAN TYPE = PU

1	PU - FEDERAL PERKINS EAST CAROLINA UNIVERSITY 00292300				Status: <u>DU</u> as of 08/06/1997						
Approved Amt:		\$2,250	Disbursed Amt:		\$2,250	OPB:		\$2,093	Agg OPB:		\$2,093
Loan Date:		07/16/1997	Sep. Loan Ind:			Loan Period:		N/A - N/A			
Last Disbursement Amt:			\$2,250	Last Disbursement Date:			11/28/1988	Acad. Lv:			
GA: <u>555 - DEBT COLLECTION SERVICE</u>											
2	PU - FEDERAL PERKINS EAST CAROLINA UNIVERSITY 00292300				Status: <u>DU</u> as of 07/21/1995						
Approved Amt:		\$2,250	Disbursed Amt:		\$2,250	OPB:		\$2,094	Agg OPB:		\$2,094
Loan Date:		08/02/1988	Sep. Loan Ind:			Loan Period:		N/A - N/A			
Last Disbursement Amt:			\$2,250	Last Disbursement Date:			N/A	Acad. Lv:		N	



PRIVACY ACT OF 1974 (AS AMENDED)



Example of Name History



Aid

Enroll

Org

Report

Tran



[Loan History](#) | [Overpayment History](#) | [Pell Grant](#) | [Student Access Interface](#)

SSN:

First Name:

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DOB:

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(MMDCCYY)

Retrieval

Logged on as: ONLINE SCHOOL ID FOR TRAINING from CLEVELAND STATE UNIVERSITY



TARA MARIE M NUNEZ

SSN: 043-90-6703

DOB: 02/16/1975



Student is not on your school's Transfer Monitoring List.

Add Student to Monitoring List



Pell Grants




Aggregate Loan Information

Borrower Name History - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address <https://www.nslsdatatraining.ed.gov/secure/bonamhis.asp> Go Links



Menu




Aid

Enroll

Org


Report

Tran


[Loan History](#) | [Overpayment History](#) | [Pell Grant](#) | [Student Access Interface](#)

Logged on as: ONLINE SCHOOL ID FOR TRAINING from [WRIGHT STATE UNIVERSITY](#)


 TARA MARIE M NUNEZ

SSN: 043-90-6703

DOB: 02/16/1975



 Borrower Name History

First Name	Last Name	Middle Initial
TARA MARIE	NUNEZ	M
TARA	SEARLES	M



[PRIVACY ACT OF 1974 \(AS AMENDED\)](#)

Done

  Internet



How Does a Conflict Occur?

Examples:

- Typo
- Incorrect FAFSA
- Fraud or identity theft
- Rejected record
- Loan assigned incorrectly



Reporting a Conflict

- Call 1-800-999-8219 and select option #3
- Email nsldsccc@raytheon.com
- **For Financial Aid professionals only**



Consolidation Loans

- Determining Aggregates
 - Dear Colleague Letter Gen 96-13
 - Available at www.ifap.ed.gov under archived publications
 - Questions #52-#55
 - FFEL Consolidations are combined
 - DL Consolidations are separated



Students

Can go to www.nslds.ed.gov

- Must have valid PIN
- Identifier conflicts will prevent viewing



When Students Contact CCC Directly

They will be:

- Referred to their current school
- If no current school is available they are referred to www.nslds.ed.gov or Federal Student Aid Information Center for current loan holder
- If the loan holder is closed they are referred to Ombudsman Office as a last resort



Documentation Requirements

- Verification of correct data
- Fax or email doco to NSLDS:
 - Fax: 903-453-6029
 - Email: nsldsccc@raytheon.com
- NSLDS tracking number required



Acceptable Documentation

Incorrect Social Security Number

- Social Security Card
- Current driver's license
- W-2 form
- Payroll check or check stub
- Current U.S. Military ID
- State ID



Acceptable Documentation

Incorrect date of birth

- Birth certificate
- Current driver's license
- Passport
- Current Military ID
- State ID
- Alien registration card
(Form I-551 or I-151)

Acceptable Documentation

Incorrect first name

- Social security card
- Current driver's license
- Birth certificate
- U.S certificate of naturalization
- Court order
- Marriage certificate
- Divorce decree



Acceptable Documentation

Incorrect first name **-continued**

- W-2 Form
- Passport
- Current U.S. Military ID
- State ID
- U.S. Military discharge papers
- U.S. Certificate of Citizenship
- Alien Registration Card
- Adoption paperwork

Exceptions

Direct Loan Name Change

- Must provide court decree proving name change

Certification of Naturalization

- Cannot have “AKA” prior to name



Acceptable Documentation

Incorrect status or amount

- Letter from loan/overpayment holder
- Paid in full promissory note
- Cancelled checks and/or money order receipts are not acceptable



Resolution Takes Time

- Waiting on documentation
- Negotiations
- Closed data providers
- Backlog of cases
- Dependent on data provider's submittal schedules and cooperation



Awarding Students

- Dear Colleague Letter GEN 96-13
 - Available at www.ifap.ed.gov under archived publications
 - Question #26
 - Question #37



Resolution Time Reduced

- Online updating for guaranty agencies
- Templates for guaranty agencies
- Overpayment online updating for DCS
- Data provider of last resort

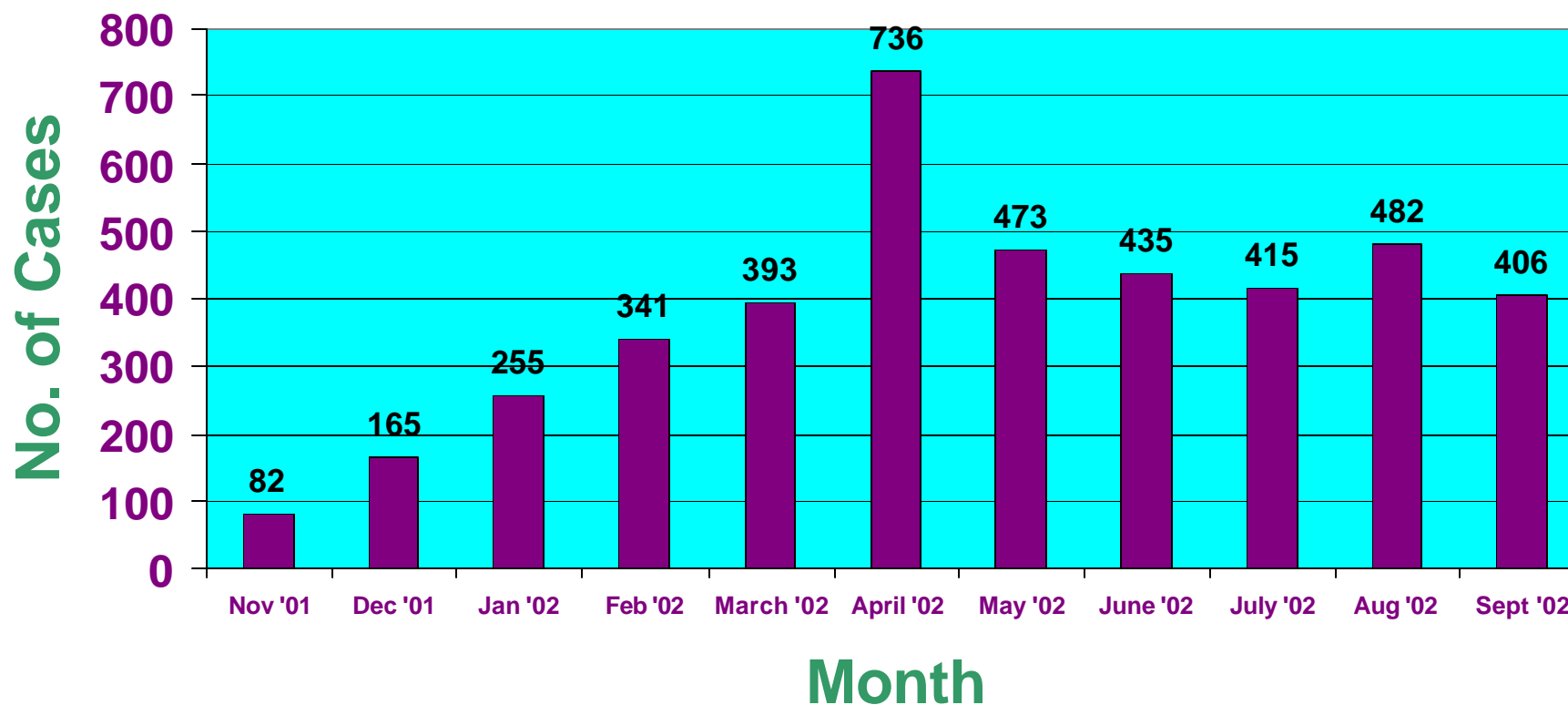


Reduction in ISIR Code #138

- No code sent if no relevant data in NSLDS
- No code sent if CPS sends NSLDS 0's for Date of birth
- Resulting in a 47% reduction in #138 codes
 - 2000-01 147,872 codes sent
 - 2001-02 78,419 codes sent

Progress

Resolved Cases





Feedback

I would like to take this opportunity to acknowledge the outstanding service I received recently from the Customer Care Contract to resolve an issue effecting title IV eligibility. I began working on this issue in July and there was not any resolve to the problem until the CCC department became involved on 9/13/02. Today (9/18), I was able to verify the issue had been resolved and NSLDS properly updated to reflect correct status of borrower's loans. I will definitely call upon CCC in the future to research and resolve issues updating NSLDS loan status which I am unsuccessful in resolving. Thanks.

Mary Ammons ECPI College of Technology



Feedback

Amanda, one of your reps. gave me this e-mail so that I could express my appreciation for the improved service being offered by the NSLDS customer service group. As a person who became rather good at resolving conflicting information such as wrong social security numbers, birthdate conflicts, default clearance issues, I deeply appreciate that you have taken this on as part of your responsibilities. To resolve these issues are difficult at best and it is much better to have this centralized than to expect each institution to know how to work through the maze in order to get their student's NSLDS record corrected.

Once again, thanks for the improved service! I look forward to your everimproving processes and service to colleges and universities across the country.

Sincerely,

**Randall L. McCready, Ph.D.
Director, Office of Scholarships and Financial Aid
University of Wisconsin-Parkside**

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Contact Information

1-800-999-8219 Option #3

Fax: 903-453-6029

Nsldsccc@raytheon.com

www.nsldsfap.ed.gov for professionals

www.nslds.ed.gov for students



Discussion and Questions

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